Index to Volume 12

1 is the Winter 1992/93 issue
2 is the Spring 1993 issue
3 is the Summer 1993 issue
4 is the Autumn 1993 issue

AUTHORS

Angelillo, Donna-Marie, and Mapes, Rick. Georgia-Pacific Uses Teamwork for Continuous Improvement, No. 4, 549-554

Aubrey, Charles A., II. Should the Board of Directors Be Involved in TQM?, No. 3, 317-323

Bohlander, George W., and Campbell, Marshall H. Problem-Solving Bargaining and Work Redesign: Magma Copper's Labor-Management Partnership, No. 4, 519-533

Bradt, Jeffrey A., and Osteraas, David V. Designing Statistically Reliable Samples, No. 3, 417-424

Brelin, Harvey, Lambert, Larry, Scheffler, Steve, and Powers, Vicki. Books and Articles in Brief, No. 1, 123-128

Brelin, Harvey, Lambert, Larry, Scheffler, Steve, and Powers, Vicki. Books and Articles in Brief, No. 2, 291-295

Brelin, Harvey, Scheffler, Steve, and Powers, Vicki. Books and Articles in Brief, No. 3, 449-452

Bridges, Bernisha. The Role of Rewards in Motivating Scientific and Technical Personnel: Experience at Eglin AFB, No. 3, 337-348

Broetzmann, Scott M., Ward, Dianne S., and Goodman, John A. Preventing TQM Problems: Measured Steps toward Customer-Driven Quality Improvement, No. 4, 555-571

Campbell, Marshall H., and Bohlander, George W. Problem-Solving Bargaining and Work Redesign: Magma Copper's Labor-Management Partnership, No. 4, 519-533

Champy, James, and Hammer, Michael. Reengineering the Corporation: A Manifesto for Business Revolution, No. 3, 443-448

Clarke, J. Barry, Mahoney, Eileen F., and Robishaw, Susan E. New England Telephone Opens Customer Service Lines to Change, No. 1, 73-82

Damico, Mark G., and Patten, Thomas H., Jr. Survey Details Profit-Sharing Plans: Is Revealing Allocation Formulas a Performance Incentive?, No. 3, 383-394

Delaney, Bill. Using TQM To Steer a New Policy Course at the USDA Forest Service, No. 4, 471-476

Feigenbaum, Armand V. Creating the Quality Mindset among Senior Managers, No. 3, 313-315

Feigenbaum, Armand V. Regaining the Quality Service Edge, No. 4, 457-461

Feigenbaum, Armand V. Thinking, Acting, and Deciding: How To Address the Invisible Forces of International Competition, No. 1, 9-12

Feigenbaum, Armand V. We Can't Improve American Quality If We Aren't Teaching It, No. 2, 139-141

Finlay, Joel S. Chevron's Spirolite Inverts the Management Pyramid by Defining the Customer-Supplier Relationship, No. 4, 535-541

Flanagan, Theresa A., and Fredericks, Joan O. Improving Company Performance through Customer-Satisfaction Measurement and Management, No. 2, 239-258

Fredericks, Joan O., and Flanagan, Theresa A. Improving Company Performance through Customer-Satisfaction Measurement and Management, No. 2, 239-258

Freeman, Connie, and Penrod, Phil. Memorial Medical Center Takes a Holistic Approach to Organizational Transformation, No. 3, 403-416

Goodman, John A., Broetzmann, Scott M., and Ward, Dianne S. Preventing TQM Problems: Measured Steps toward Customer-Driven Quality Improvement, No. 4, 555-571

Graves, David. Forget the Myths and Get on with TQM—Fast, No. 3, 301-311

Hitchner, Earle. Quality Works, No. 2, 285-290

Hitchner, Earle. Starting from Scratch, No. 3, 443-448

Hitchner, Earle. A Strategy for Quality, No. 4, 573-579

Hitchner, Earle. The Power To Get Things Done, No. 1, 117-122

Janson, Robert. How Reengineering Transforms Organizations To Satisfy Customers, No. 1, 45-53

Karch, Kenneth M. Getting Organizational Buy-In for Benchmarking: Environmental Management at Weyerhaeuser, No. 1, 13-22

Kline, James J. State Governments' Growing Gains from TQM, No. 2, 259-271

Koelling, C. Patrick, and Rossler, Paul E. The Effect of Gainsharing on Business Performance at a Papermill, No. 3, 365-382

Koss, Ellee, and Lewis, David A. Productivity or Efficiency—Measuring What We Really Want, No. 2, 273-284

Lambert, Larry, Scheffler, Steve, Powers, Vicki, and Brelin, Harvey. Books and Articles in Brief, No. 1, 123-128

Lambert, Larry, Scheffler, Steve, Powers, Vicki, and Brelin, Harvey. Books and Articles in Brief, No. 2, 291-295

Leddick, Susan, and Provost, Lloyd. How To Take Multiple Measures To Get a Complete Picture of Organizational Performance, No. 4, 477-490

Leibfried, Kathleen H.J., and McNair, C.J. Janssen Pharmaceutica: Focusing Through Competitive Analysis, No. 1, 95-110

Lewis, David A., and Koss, Ellee. Productivity or Efficiency—Measuring What We Really Want, No. 2, 273-284

Logan, Linda R. Team Members Identify Key Ingredients for Team-Building Success, No. 2, 209-223

Luther, David B. Advanced TQM: Measurements, Missteps, and Progress Through Key Result Indicators at Corning, No. 1, 23-36

McNair, C.J., and Leibfried, Kathleen H.J. Janssen Pharmaceutica: Focusing Through Competitive Analysis, No. 1, 95-110

Mahoney, Eileen F., Robishaw, Susan E., and Clarke, J. Barry. New England Telephone Opens Customer Service Lines to Change, No. 1, 73-82

Mapes, Rick, and Angelillo, Donna-Marie. Georgia-Pacific Uses Teamwork for Continuous Improvement, No. 4, 549-554

Marcum, James W. Books and Articles in Brief, No. 4, 581-592

Masternak, Robert L. Gainsharing Boosts Quality and Productivity at a BFGoodrich Plant, No. 2, 225-238

Melton, Steve, and Walton, Wayne. Doran Textiles, Inc.—A Case Study in Turnaround and Revival, No. 4, 491-501

Moe, Alden J. The Lehigh Valley Business-Education Partnership Shows How To Cooperate for Results, No. 2, 193-208

Osteraas, David V., and Bradt, Jeffrey A. Designing Statistically Reliable Samples, No. 3, 417-424

Patten, Thomas H., Jr., and Damico, Mark G. Survey Details Profit-Sharing Plans: Is Revealing Allocation Formulas a Performance Incentive?, No. 3, 383-394

Penrod, Phil, and Freeman, Connie. Memorial Medical Center Takes a Holistic Approach to Organizational Transformation, No. 3, 403-416

Powers, Vicki, Brelin, Harvey, Lambert, Larry, and Scheffler, Steve. Books and Articles in Brief, No. 1, 123-128

Powers, Vicki, Brelin, Harvey, Lambert, Larry, and Scheffler, Steve. Books and Articles in Brief, No. 2, 291-295

Powers, Vicki, Brelin, Harvey, and Scheffler, Steve. Books and Articles in Brief, No. 3, 449-452

Provost, Lloyd, and Leddick, Susan. How To Take Multiple Measures To Get a Complete Picture of Organizational Performance, No. 4, 477-490

Rice, Judy. Cascaded Training at Hughes Aircraft Helps Ensure Continuous Measurable Improvement, No. 1, 111-116

Ritter, Diane. A Tool for Improvement Using the Baldrige Criteria, No. 2, 167-182

Roberts, Joseph M., and Tretter, Daniel W. Competing with Crayolas: Manufacturing as a Competitive Weapon at Binney & Smith, No. 2, 183-191

Robishaw, Susan E., Clarke, J. Barry, and Mahoney, Eileen F. New England Telephone Opens Customer Service Lines to Change, No. 1, 73-82

Rogers, Rolf E. Managing for Quality: Current Differences between Japanese and American Approaches, No. 4, 503-517

Rohm, Charles E. The Principal Insures a Better Future by Reengineering Its Individual Insurance Department, No. 1, 55-64

Rossler, Paul E., and Koelling, C. Patrick. The Effect of Gainsharing on Business Performance at a Papermill, No. 3, 365-382

Sanford, Roy L. Baxter Healthcare Uses Its Own Quality Award To Help Achieve Excellence, No. 1, 37-43

Scheffler, Steve, Powers, Vicki, Brelin, Harvey, and Lambert, Larry. Books and Articles in Brief, No. 1, 123-128

Scheffler, Steve, Powers, Vicki, Brelin, Harvey, and Lambert, Larry. Books and Articles in Brief, No. 2, 291-295

Scheffler, Steve, Powers, Vicki, and Brelin, Harvey. Books and Articles in Brief, No. 3, 449-452

Scholtes, Peter R. Total Quality or Performance Appraisal: Choose One, No. 3, 349-363

Scully, John P. Actions Speak Louder than Buzzwords, No. 4, 453-456

Seemer, Robert H. Winning More than the Malcolm Baldrige National Quality Award at AT&T Transmission Systems, No. 2, 143-165

Sheehy, Barry. Understanding Q Levels—From Quality Circles to Federal Budgets, No. 1, 3-7

Singhvi, Suren S. Time Management Can Boost White-Collar Productivity, No. 4, 463-469

Spadaford, Joseph F. Reengineering Commercial Loan Servicing at First Chicago, No. 1, 65-72

Steele, Jack. Implementing Total Quality Management for Long- and Short-Term Bottom-Line Results, No. 3, 425-441

Stein, Martin M. The Ultimate Customer-Supplier Relationship at Bose, Honeywell, and AT&T, No. 4, 543-548

Tretter, Daniel W., and Roberts, Joseph M. Competing with Crayolas: Manufacturing as a Competitive Weapon at Binney & Smith, No. 2, 183-191

Walton, Wayne, and Melton, Steve. Doran Textiles, Inc.—A Case Study in Turnaround and Revival, No. 4, 491-501

Ward, Dianne S., Goodman, John A., and Broetzmann, Scott M. Preventing TQM Problems: Measured Steps toward Customer-Driven Quality Improvement, No. 4, 555-571

Wilkinson, Janis G. Duke Power Integrates Employee Rewards with Its Business Vision of Excellence, No. 3, 325-335

Wittman, Marlene R. Laying the Groundwork for a Strategic Corporate Cost Accounting System at Delaney Products, No. 1, 83-93

Young, A. Thomas. On Linking Ethics and Quality at Martin Marietta, No. 2, 133-137

BENCHMARKING

Janssen Pharmaceutica: Focusing Through Competitive Analysis, C.J. McNair and Kathleen H.J. Leibfried, No. 1, 95-110

BOOKS REVIEWED

Hammer, Michael, and Champy, James. Reengineering the Corporation: A Manifesto for Business Revolution, No. 3, 443-448

Hiam, Alexander. Closing the Quality Gap: Lessons From America's Leading Companies, No. 2, 285-290

Pfeffer, Jeffrey. Managing With Power: Politics and Influence in Organizations, No. 1, 117-122

Spechler, Jay W. Managing Quality in America's Most Admired Companies, No. 4, 573-579

CASE STUDIES

Advanced TQM: Measurements, Missteps, and Progress Through Key Result Indicators at Corning, David B. Luther, No. 1, 23-36

Baxter Healthcare Uses Its Own Quality Award To Help Achieve Excellence, Roy L. Sanford, No. 1, 37-43

Cascaded Training at Hughes Aircraft Helps Ensure Continuous Measurable Improvement, Judy Rice, No. 1, 111-116

Chevron's Spirolite Inverts the Management Pyramid by Defining the Customer-Supplier Relationship, Joel S. Finlay, No. 4, 535-541

Competing with Crayolas: Manufacturing as a Competitive Weapon at Binney & Smith, Joseph M. Roberts and Daniel W. Tretter, No. 2, 183-191

Doran Textiles, Inc.—A Case Study in Turnaround and Revival, Wayne Walton and Steve Melton, No. 4, 491-501

Duke Power Integrates Employee Rewards with Its Business Vision of Excellence, Janis G. Wilkinson, No. 3, 325-335

Gainsharing Boosts Quality and Productivity at a BFGoodrich Plant, Robert L. Masternak, No. 2, 225-238

Georgia-Pacific Uses Teamwork for Continuous Improvement, Donna-Marie Angelillo and Rick Mapes, No. 4, 549-554

Getting Organizational Buy-In for Benchmarking: Environmental Management at Weyerhaeuser, Kenneth M. Karch, No. 1, 13-22

Hughes' Cornerstone of Continuous Improvement: An Internal Evaluation and Corrective Action System, Denise M. Patterson, L.D. Scott, and Andrew R. Traum, No. 3, 395-401
Janssen Pharmaceutica: Focusing Through Competitive Analysis, C.J. McNair and Kathleen H.J. Leibfried, No. 1, 95-110
Laying the Groundwork for a Strategic Corporate Cost Accounting System at Delaney Products, Marlene R. Wittman, No. 1, 83-93
Memorial Medical Center Takes a Holistic Approach to Organizational Transformation, Phil Penrod and Connie Freeman, No. 3, 403-416
New England Telephone Opens Customer Service Lines to Change, J. Barry Clarke, Eileen F. Mahoney, and Susan E. Robishaw, No. 1, 73-82
The Principal Insures a Better Future by Reengineering Its Individual Insurance Department, Charles E. Rohm, No. 1, 55-64
Problem-Solving Bargaining and Work Redesign: Magma Copper's Labor-Management Partnership, George W. Bohlander and Marshall H. Campbell, No. 4, 519-533
Reengineering Commercial Loan Servicing at First Chicago, Joseph F. Spadaford, No. 1, 65-72
The Role of Rewards in Motivating Scientific and Technical Personnel: Experience at Eglin AFB, Bernisha Bridges, No. 3, 337-348
The Ultimate Customer-Supplier Relationship at Bose, Honeywell, and AT&T, Martin M. Stein, No. 4, 543-548
Using TQM To Steer a New Policy Course at the USDA Forest Service, Bill Delaney, No. 4, 471-476
Winning More than the Malcolm Baldrige National Quality Award at AT&T Transmission Systems, Robert H. Seemer, No. 2, 143-165

COST ACCOUNTING
Laying the Groundwork for a Strategic Corporate Cost Accounting System at Delaney Products, Marlene R. Wittman, No. 1, 83-93

CUSTOMER-SATISFACTION MEASUREMENT AND MANAGEMENT
Improving Company Performance through Customer-Satisfaction Measurement and Management, Theresa A. Flanagan and Joan O. Fredericks, No. 2, 239-258

CUSTOMER-SUPPLIER RELATIONSHIP
The Ultimate Customer-Supplier Relationship at Bose, Honeywell, and AT&T, Martin M. Stein, No. 4, 543-548

EDUCATION
The Lehigh Valley Business-Education Partnership Shows How To Cooperate for Results, Alden J. Moe, No. 2, 193-208

ENVIRONMENTAL MANAGEMENT
Getting Organizational Buy-In for Benchmarking: Environmental Management at Weyerhaeuser, Kenneth M. Karch, No. 1, 13-22

FEATURES
Book Review/Quality Works, Earle Hitchner, No. 2, 285-290
Book Review/Starting from Scratch, Earle Hitchner, No. 3, 443-448
Book Review/A Strategy for Quality, Earle Hitchner, No. 4, 573-579
Book Review/The Power To Get Things

Done, Earle Hitchner, No. 1, 117-122
Books and Articles in Brief, Harvey Brelin, Steve Scheffler, and Vicki Powers, No. 3, 449-452
Books and Articles in Brief, James W. Marcum, No. 4, 581-592
Books and Articles in Brief/Books and Articles in Brief, Harvey Brelin, Larry Lambert, Steve Scheffler, and Vicki Powers, No. 1, 123-128
Books and Articles in Brief/Books and Articles in Brief, Harvey Brelin, Larry Lambert, Steve Scheffler, and Vicki Powers, No. 2, 291-295
Feigenbaum's Window on the World/Creating the Quality Mindset among Senior Managers, Armand V. Feigenbaum, No. 3, 313-315
Feigenbaum's Window on the World/Regaining the Quality Service Edge, Armand V. Feigenbaum, No. 4, 457-461
Feigenbaum's Window on the World/Thinking, Acting, and Deciding: How To Address the Invisible Forces of International Competition, Armand V. Feigenbaum, No. 1, 9-12
Feigenbaum's Window on the World/We Can't Improve American Quality If We Aren't Teaching It, Armand V. Feigenbaum, No. 2, 139-141
A Point of View/Actions Speak Louder than Buzzwords, John P. Scully, No. 4, 453-456
A Point of View/Forget the Myths and Get on with TQM—Fast, David Graves, No. 3, 301-311
A Point of View/On Linking Ethics and Quality at Martin Marietta, A. Thomas Young, No. 2, 133-137
A Point of View/Understanding Q Levels—From Quality Circles to Federal Budgets, Barry Sheehy, No. 1, 3-7

GAINSHARING
The Effect of Gainsharing on Business Performance at a Papermill, Paul E. Rossler and C. Patrick Koelling, No. 3, 365-382
Gainsharing Boosts Quality and Productivity at a BFGoodrich Plant, Robert L. Masternak, No. 2, 225-238

INTERNAL EVALUATION AND CORRECTIVE ACTION
Hughes' Cornerstone of Continuous Improvement: An Internal Evaluation and Corrective Action System, Denise M. Patterson, L.D. Scott, and Andrew R. Traum, No. 3, 395-401

JAPANESE/AMERICAN COMPARISON
Managing for Quality: Current Differences between Japanese and American Approaches, Rolf E. Rogers, No. 4, 503-517

LABOR RELATIONS
Problem-Solving Bargaining and Work Redesign: Magma Copper's Labor-Management Partnership, George W. Bohlander and Marshall H. Campbell, No. 4, 519-533

MANAGEMENT PYRAMID
Chevron's Spirolite Inverts the Management Pyramid by Defining the Customer-Supplier Relationship, Joel S. Finlay, No. 4, 535-541

MANUFACTURING
Competing with Crayolas: Manufacturing as a Competitive Weapon at Binney & Smith, Joseph M. Roberts and Daniel W. Tretter, No. 2, 183-191

MEASUREMENT
Productivity or Efficiency—Measuring

What We Really Want, Ellee Koss and David A. Lewis, No. 2, 273-284

ORGANIZATIONAL PERFORMANCE

How To Take Multiple Measures To Get a Complete Picture of Organizational Performance, Lloyd Provost and Susan Leddick, No. 4, 477-490

ORGANIZATIONAL TRANSFORMATION

Memorial Medical Center Takes a Holistic Approach to Organizational Transformation, Phil Penrod and Connie Freeman, No. 3, 403-416

QUALITY IMPROVEMENT

Baxter Healthcare Uses Its Own Quality Award To Help Achieve Excellence, Roy L. Sanford, No. 1, 37-43

REENGINEERING

How Reengineering Transforms Organizations To Satisfy Customers, Robert Janson, No. 1, 45-53

New England Telephone Opens Customer Service Lines to Change, J. Barry Clarke, Eileen F. Mahoney, and Susan E. Robishaw, No. 1, 73-82

The Principal Insures a Better Future by Reengineering Its Individual Insurance Department, Charles E. Rohm, No. 1, 55-64

Reengineering Commercial Loan Servicing at First Chicago, Joseph F. Spadaford, No. 1, 65-72

REWARD SYSTEMS

Duke Power Integrates Employee Rewards with Its Business Vision of Excellence, Janis G. Wilkinson, No. 3, 325-335

The Effect of Gainsharing on Business Performance at a Papermill, Paul E. Rossler and C. Patrick Koelling, No. 3, 365-382

The Role of Rewards in Motivating Scientific and Technical Personnel: Experience at Eglin AFB, Bernisha Bridges, No. 3, 337-348

Survey Details Profit-Sharing Plans: Is Revealing Allocation Formulas a Performance Incentive?, Thomas H. Patten, Jr. and Mark G. Damico, No. 3, 383-394

Total Quality or Performance Appraisal: Choose One, Peter R. Scholtes, No. 3, 349-363

SAMPLING

Designing Statistically Reliable Samples, Jeffrey A. Bradt and David V. Osteraas, No. 3, 417-424

TEAMWORK

Georgia-Pacific Uses Teamwork for Continuous Improvement, Donna-Marie Angelillo and Rick Mapes, No. 4, 549-554

Team Members Identify Key Ingredients for Team-Building Success, Linda R. Logan, No. 2, 209-223

TIME MANAGEMENT

Time Management Can Boost White-Collar Productivity, Suren S. Singhvi, No. 4, 463-469

TOTAL QUALITY MANAGEMENT

Advanced TQM: Measurements, Missteps, and Progress Through Key Result Indicators at Corning, David B. Luther, No. 1, 23-36

Implementing Total Quality Management for Long- and Short-Term Bottom-Line Results, Jack Steele, No. 3, 425-441

Preventing TQM Problems: Measured Steps toward Customer-Driven Quality Improvement, John A.

Goodman, Scott M. Broetzmann, and Dianne S. Ward, No. 4, 555-571
Should the Board of Directors Be Involved in TQM?, Charles A. Aubrey, II, No. 3, 317-323
State Governments' Growing Gains from TQM, James J. Kline, No. 2, 259-271
A Tool for Improvement Using the Baldrige Criteria, Diane Ritter, No. 2, 167-182
Using TQM To Steer a New Policy Course at the USDA Forest Service, Bill Delaney, No. 4, 471-476
Winning More than the Malcolm Baldrige National Quality Award at AT&T Transmission Systems, Robert H. Seemer, No. 2, 143-165

TRAINING

Cascaded Training at Hughes Aircraft Helps Ensure Continuous Measurable Improvement, Judy Rice, No. 1, 111-116

TURNAROUND

Doran Textiles, Inc.—A Case Study in Turnaround and Revival, Wayne Walton and Steve Melton, No. 4, 491-501